



# Iowa Department of Human Services

Terry E. Branstad  
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Director

## INFORMATIONAL LETTER NO.1544

**DATE:** September 2, 2015

**TO:** Iowa Medicaid Home and Community Based Services (HCBS) Waiver Providers, Targeted Case Managers, Case Managers, Care Coordinators, and Service Workers

**FROM:** Iowa Department of Human Services (DHS), Iowa Medicaid Enterprise (IME)

**RE:** HCBS Waiver Quality Improvement (QI) Training

The IME HCBS Quality Oversight Unit will conduct a web-based training session regarding Iowa Administrative Code Chapter 77 requirements and best practice guidelines related to quality improvement.

HCBS waiver service providers, case managers, care coordinators, targeted case managers and service workers will benefit from an overview regarding the purpose, development, and implementation of a quality improvement process. Topics for this web-based training session will include a definition of quality improvement; the purpose of developing a plan; how to improve the process; and an example of the discovery, remediation, and improvement process.

The web-based training will be conducted on **September 9, 2015, from 1:00-2:30 p.m.** Reserve your seat now for the [Webinar](#)<sup>1</sup>.

A frequently asked question (FAQ) document will be developed from questions received during the live presentation and posted on the [DHS website](#)<sup>2</sup> at a later date. The webinar will be recorded and available for training in the future.

Questions regarding this training opportunity should be directed to [HCBSWaivers@dhs.state.ia.us](mailto:HCBSWaivers@dhs.state.ia.us).

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<sup>1</sup> <https://attendee.gotowebinar.com/register/1449146798757047553>

<sup>2</sup> <http://dhs.iowa.gov/ime/Providers/tools-trainings-and-services/ATRegistration>